



Position Description

Form or Template HG184

Systems Engineer

Function:	Digital
Reports to:	Digital Operations Manager
Location:	Hawke's Bay
Arrangement:	Full-time, permanent
Date:	March, 2026

Pūtake | Purpose

The Systems Engineer is responsible for maintaining the reliability, security, and continual improvement of EIT's core digital platforms and infrastructure through hands-on systems engineering, technical ownership, and close partnership with kaimahi (staff) and stakeholders to ensure technology services are resilient, fit-for-purpose, and enable positive outcomes for ākonga (students), kaimahi, as well as the wider EIT community.

The role contributes to organisational sustainability and trust by embedding strong security practices, supporting business continuity, and aligning system outcomes with EIT's values, Te Tiriti o Waitangi commitments, and strategic direction.

Ngā Whanaungatanga | Working Relationships

Internal:	Digital, Finance, People Culture & Wellbeing, EIT ākonga and kaimahi
External:	Computer Hardware / Software / Services Suppliers

Mana Whakahaere | Resource Delegations

Financial:	Not applicable
People:	Not applicable

Kawenga Mahi | Accountabilities

System Ownership, Support & Reliability

- Take technical ownership of assigned enterprise systems and platforms that support learning, teaching, research, and organisational operations at EIT.
- Ensure systems are reliable, secure, and fit for purpose, recognising their importance to ākonga experience, kaimahi productivity, and business continuity.
- Provide second- and third-level technical support via the EIT Service Desk, contributing to timely incident and problem resolution.
- Monitor EIT system performance, availability, and capacity, proactively identifying and addressing issues that may impact service quality.
- Maintain accurate system documentation, configurations, and operational procedures.
- Participate in the on-call roster to support critical systems and infrastructure.

System Design, Change & Improvement

- Actively follow and comply with change control processes and procedures.
- Actively work with kaimahi and business owners across EIT to understand their needs and translate them into practical and sustainable technical solutions.
- Manage technical relationships with vendors and service providers, ensuring solutions meet EIT's operational requirements and deliver value over their lifecycle.
- Identify and contribute to continuous improvement opportunities, balancing innovation with stability, security, and long-term maintainability for kaimahi and ākongā.

Security, Risk & Continuity

- Operate systems in alignment with EIT cybersecurity principles, policies, and relevant frameworks, contributing to a safe and trusted digital environment for EIT's kaimahi and ākongā.
- Apply secure configuration and access controls across Microsoft, Linux, Apple and cloud-based or network-connected systems.
- Contribute to business continuity and disaster recovery planning, including backup, restore, and recovery processes for EIT systems.
- Identify, assess, and remediate technical risks, vulnerabilities, and single points of failure, working collaboratively to reduce operational risk.
- Support audits, reviews, and assurance activities to meet institutional and public-sector obligations.

Networking & Infrastructure Enablement

- Work collaboratively with networking engineers and vendors to design, troubleshoot, and improve cloud and/or network-dependent systems.
- Ensure systems are designed and configured with an understanding of network performance, security, and resilience.
- Participate in diagnosing and resolving incidents where system and network boundaries intersect.

Collaboration, Advice & Capability

- Share technical knowledge and expertise within the Digital team to strengthen team capability and reduce reliance on single points of knowledge.
- Provide clear, practical technical advice to stakeholders, including written recommendations, system documentation, and presentations where required.
- Maintain professional capability through ongoing learning across Microsoft technologies, Linux systems, networking fundamentals, cloud technologies, and emerging practices relevant to tertiary education and how it applies to our kaimahi and ākongā.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

- A relevant tertiary qualification and / or industry certifications (e.g. Computer Science Degree, AZ-900, MCSE, CCNA, RHCSA, ITIL).
- 3-5 years' experience in a Systems Engineer role or similar enterprise IT role.
- Strong practical experience administering Microsoft technologies, including Windows Server, SQL, Microsoft 365, identity services, and hybrid environments.
- Experience supporting Linux and / or Apple systems in a production environment.
- Working knowledge of enterprise networking fundamentals, including TCP/IP, firewalls, switching, and wireless connectivity.
- Experience providing second- or third-level technical support, including incident, problem, and change management.
- Understanding of information security principles and secure system configuration.
- Ability to work independently on assigned systems, exercising sound judgement within agreed standards and governance.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.

- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
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Developer	People and Culture Advisor
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